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1. Introduction

The purpose of this guide is to assist in the installation and activation of GC-Prevue. GC-Prevue now utilizes a licensing model that allows management of your license via an online portal. The following situations are covered by this guide.

- Installation of the Standalone Option (up to 10 users)
- Installation of the Network User Option (more than 10 users)

What is the Standalone option?

This option allows GC-Prevue to run on a machine without a required connection to a license server. Depending on how many GC-Prevue licenses you purchase, you can activate up to that number of licenses to run GC-Prevue at any given time. Licenses can be de-activated and then activated on another PC as necessary.

See Section 2.

What is a Network User Option?

This installation requires an additional software installation of the GraphiCode Flex Server license management software on a server (or PC acting as a server). The license then 'floats' out on the network. Users (clients) can install the application on numerous machines and then access the license that floats around the network. This allows users at different machines to use the software without individual licenses being required. The server machine uses a license file tied to the physical MAC address of the server. The license used for this installation defines the number of concurrent users. See Section 3.

- **BE SURE THAT ANY OTHER GRAPHICODE PROGRAMS ARE CLOSED BEFORE BEGINNING THE INSTALLATION PROCESS.**

2. Installing GC-Prevue Standalone option

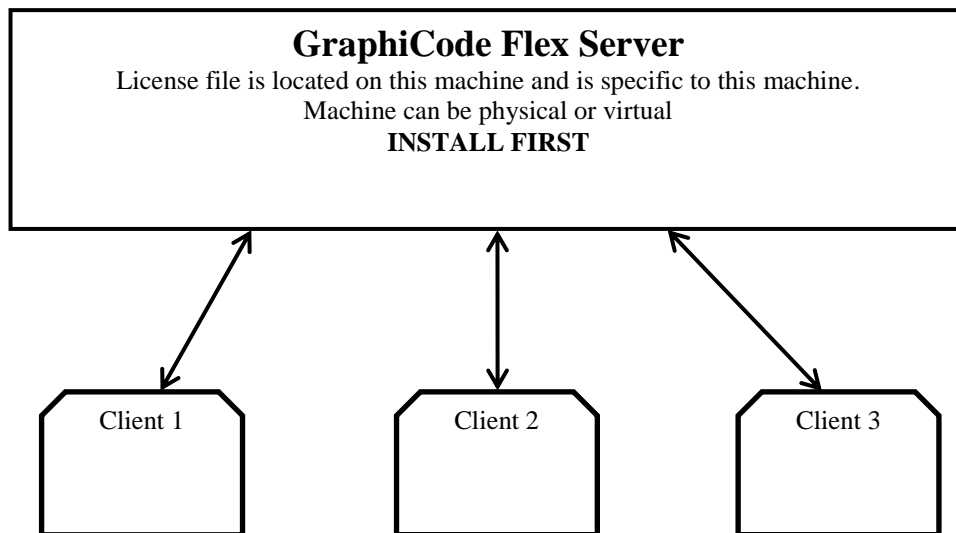
After purchasing GC-Prevue you will electronically download the software. You will also be sent an email containing an activation code. This activation code will be used for all licenses just purchased so make sure anyone installing GC-Prevue is sent this activation code.

If you did not receive an email containing the activation code check your junk folder before contacting GraphiCode at sales@graphiccode.com

- 2.1 Extract the .zip file and right click on Setup.exe file and choose Run As Administrator. The installation will begin. Complete the software installation.
- 2.2 The installer will begin preparing the operating system for software installation and once this is complete you are presented with the Software License Agreement. After reading the Agreement, you must agree to be able to continue through the installation wizard to install GC-Prevue.
- 2.3 On your desktop, find the GC-Prevue shortcut:
RIGHT CLICK and RUN AS ADMINSTRATOR.
This is required the first time you start the GC-Prevue application.
- 2.4 You will see the GraphiCode Client Activation Tool. Copy and Paste your activation code into the Activation ID field and choose Execute. The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Client Activation Tool. This tool connects to an external website to activate your GC-Prevue license. If your firewall prevents the activation see section 6.2 for an alternative method of activating.
- 2.6 Your GC-Prevue application should now run.

3. The Network (Floating) User Option

The setup for a floating license is as follows:



GraphiCode has selected FLEXnet as our license management tool due to FLEXnet's wide industry acceptance and extensive experience with networking issues. There is a significant chance that your network administrator is already familiar with FLEXnet.

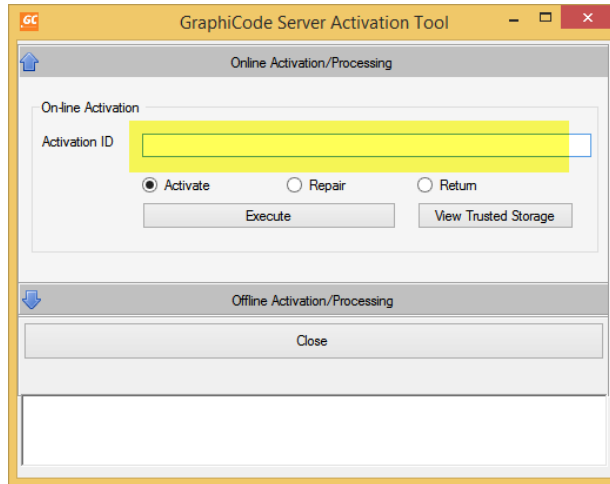
Virtual Servers are supported. The MAC address used should be for the physical machine hosting the virtual server.

GraphiCode Flex Server Network Requirements

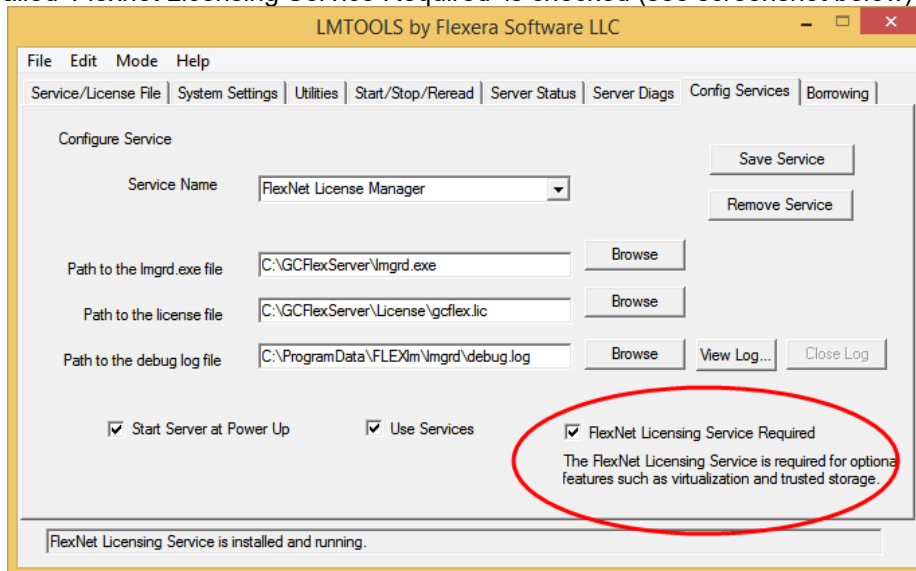
- The TCP/IP protocol must be installed.
- A local (non-network) C drive must exist (This may be especially relevant for European computers which may have E drive instead).
- The DLL, winsock.dll, must be installed.
- The Server and Clients should each have a static IP address.

4. Installing the Network Server Option

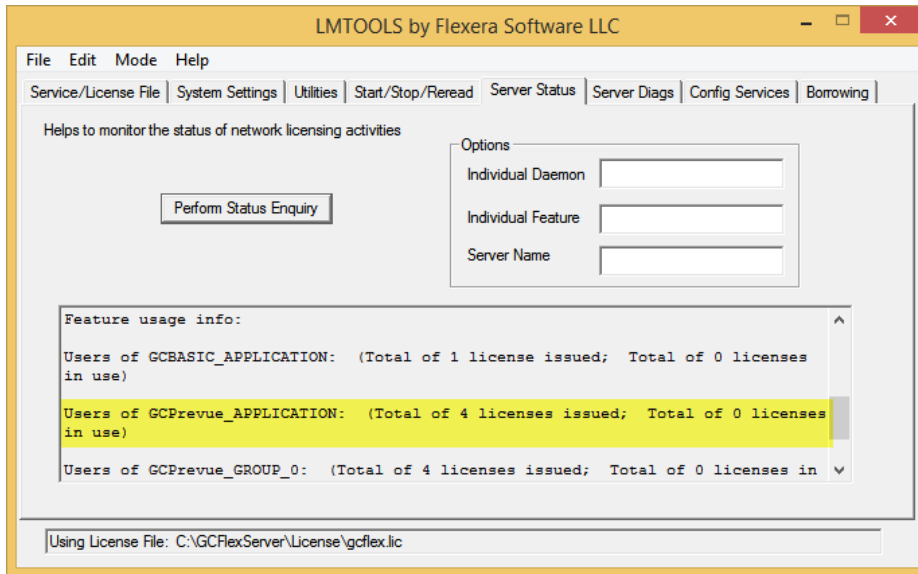
- 4.1 Delivery of your GraphiCode License Server will be via electronic download. You will also receive a license file via email from GraphiCode. Copy the license file from the email to a temporary directory on the server's hard drive.
- 4.2 Extract the .zip file and right click on setup.exe and choose Run As Administrator to start the software installer.
- 4.3 The "GraphiCode FLEX Server – InstallShield Wizard" should appear. Click "Next".
- 4.4 The next dialog displays the Software License Agreement. After reading the agreement, select the appropriate response. You must select "I accept the terms in the license agreement" to continue. Click "Next"
- 4.5 The "Customer Information" dialog will appear. Enter the appropriate information and click "Next".
- 4.6 You will then be prompted for the GC Flex Server license file location. Navigate to the location of the license file that you saved to the server's hard drive in section 4.1.
- 4.7 Now enter the server name or the server IP address in the Server Name field. The Port Number is set to a default value and is fine unless you are running multiple FLEXnet servers on your network. Click "Next". The installer will make a copy of your license file and modify it with the Server name/ IP address to make it specific to your server.
- 4.8 The next step is to define the shared location of the license that all of the clients will use to run the application. The Network GC-Prevue installation does not use file based licensing and therefore this location is not important. However, because this installer is used for older, file-based licensing this step is included. Click "Next".
- 4.9 Finally you will then be asked for the path where you wish to install the GraphiCode FLEX Server. The default path is strongly recommended (C:\GCFlexServer).
- 4.10 The installation will continue until the Wizard Completed dialog is displayed. Click "Finish" and the reboot the server to effect the necessary changes.
- 4.11 The Server installation now requires activation so on the Server machine navigate to C:\GCFlexServer\TS_Activation and double click the GCServActivation.exe program.
- 4.12 Simply enter your activation code into the field highlighted and choose Execute.



- 4.13 The Command Prompt will appear displaying the steps being taken in activating. After the activation process has finished, close the Command Prompt and the Close the Server Activation Tool.
- 4.14 After you have completed the server activation open the program C:\GCFlexServer\lmtools.exe. Go to the Config Services tab and make sure the option called 'Flexnet Licensing Service Required' is checked (see screenshot below)

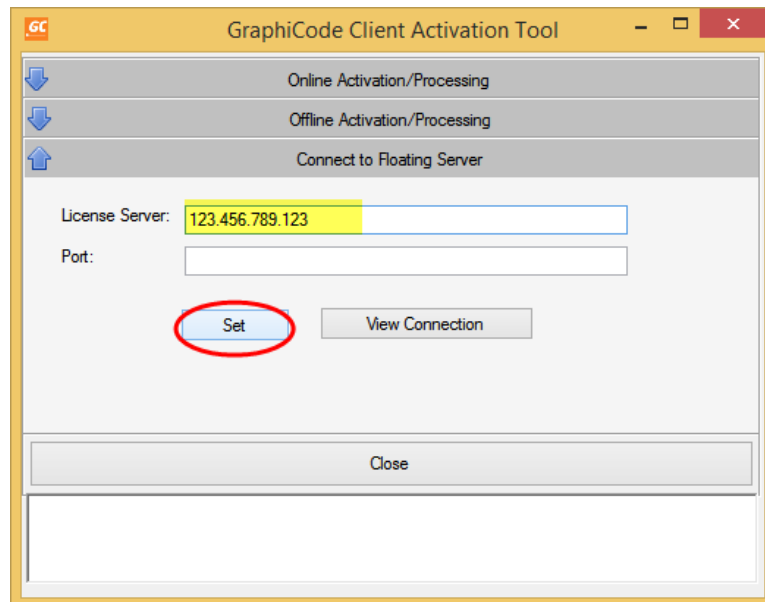


- 4.15 Next go to the Start/Stop/Reread tab and Reread the license by choosing the Reread License button.
- 4.16 Finally verify that your GC-Prevue licenses are available for your clients by going to the Server Status tab and choosing the Perform Status Enquiry and viewing the report. The report should look like the screenshot below.



5. Installing the Network Client Option

- 5.1 Extract the .zip file and right click on Setup.exe file and choose Run As Administrator. The installation will begin. Complete the software installation.
- 5.2 The installer will begin preparing the operating system for software installation and once this is complete you are presented with the Software License Agreement. After reading the Agreement, you must agree to be able to continue through the installation wizard to install GC-Prevue.
- 5.3 On your desktop, find the GC-Prevue shortcut:
RIGHT CLICK and RUN AS ADMINSTRATOR.
This is required the first time you start the GC-Prevue application.
- 5.4 You will see the GraphiCode Client Activation Tool. Open the 'Connect to Floating Server' option. Enter the IP address or Sernvername of the server machine, leave the port field empty and choose Set. You can verify the license server path has been accepted by using the View Connection button. Close the GraphiCode Client Activation Tool.



- 5.5 You may receive an error when closing the activation tool but try restarting the GC-Prevue application.

6. Managing Licenses – Standalone

6.1 Returning a license

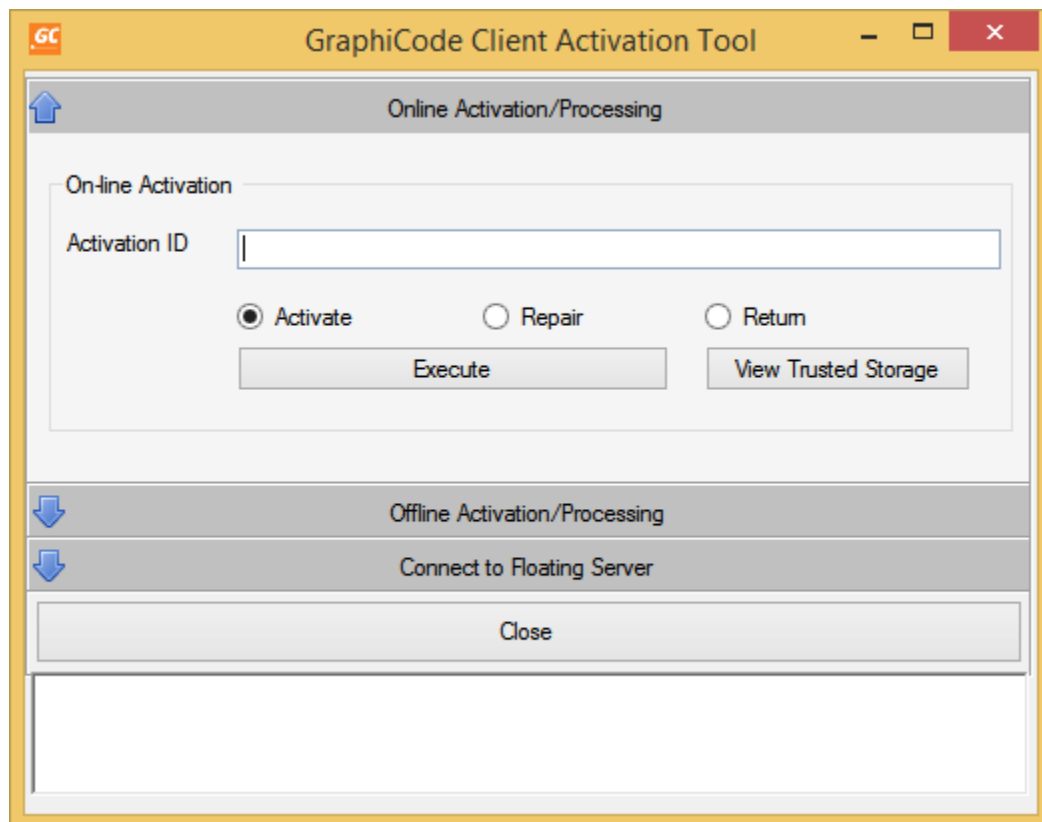
Problem:

The GC-Prevue license is in use on one machine but needs to be transferred to a different machine.

Solution:

This is a two-step process – first return the license back to the licensing portal and then activate the new machine using the activation code.

1. On the old machine run the Client Activation Tool. This application can be found in the GC-Prevue installation folder and is called GCFrmActivation.exe. Right click and use the Run As Administrator option.



2. Click the View Trusted Storage button. This will open the Command Prompt and display information about the licensing on this machine. Scroll to the top of the report where you will see both the Fulfillment ID and the Activation ID. You may want to copy the Activation ID to a text file as you will need this ID to activate the new machine but the information you need is the Fulfillment ID. Below is an screenshot showing the section of the report containing the two IDs (with part of the IDs removed for security purposes).

```

Administrator: C:\Windows\System32\cmd.exe
Viewing application trusted storage.
-----
Fulfillment Id : FID-59773e8b
Fulfillment Type : 6 Publisher Activation
Trust Flags : 0x7 Fully Trusted
Status : Enabled
Entitlement Id : GC-80de-70
Product Id : NAME=GCPrevue-STA;VERSION=1.000
Expiration Date : 19-Mar-2019
Server chain : http://10.0.10.181:8888/flexnet/services/ActivationService?wsdl
Feature Line(s) :

INCREMENT GCPrevue_GROUP_0 GCFLEX 1.000 19-mar-2019 1 \
VENDOR_STRING="32773 32773 32781 32782 32783 32784 32785 32786 \
32787 32797 32804 32807 32810 32815 32816 32817 32818 32819 \
32824 32825 32826 32827 32828 32829 32835 32837 32838 32839 \
32842 32844 32845 32847 32848 32849 32850 32852 32853 32854 \
32861 32869 32892 32897 32898 32899 32900 32901 32902 32903 \
32904 32908 32917 32919 32920 32921 32922 32923 32924 32925 \
32926 32929 32930 32931 32932 32933 32934 32936 32937 32938 \
32949 32958 32970 32976 32981 32986 32988 33007 33008 33103 \
33104 33112 33115 33142 33168 33220 33222 33223 33224 33225 \
33226 33227 33228 33229 33230 33231 33232 33233 33234 33236 \

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3. To copy the Fulfillment ID (or Activation ID) right click in the Command Prompt and choose 'Mark'. Then highlight the ID and right click again. Close the Command Prompt.
4. Back in the Client Activation Tool select the Return radio button option and paste the Fulfillment ID into the field. Choose Execute. The Command Prompt will appear and the progress of returning the license will be displayed. Once complete, close the Command Prompt. This machine is no longer able to run GC-Prevue.
5. You can now activate a new machine using the Activation ID and following the steps in section 2 from step 2.3 onwards.

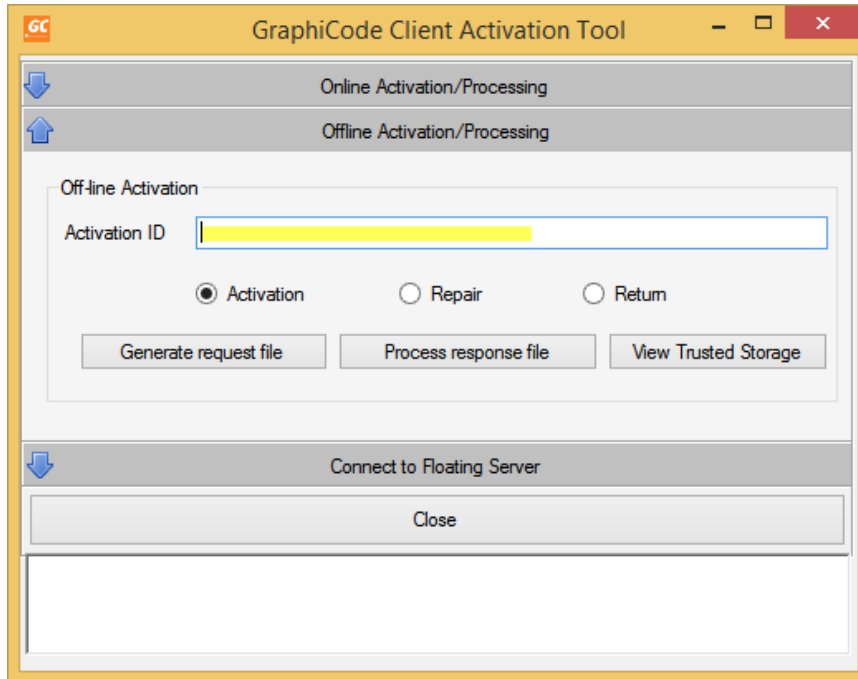
6.2 Activating a machine not connected to the internet

Problem:

Your firewall prevents access to the license portal or your machine is not connected to the internet.

Solution:

1. Follow steps 2.1 through 2.4. If there is an issue connecting to the license portal you will see Error 51404 reported in the Command Prompt when attempting to activate the license.
2. Click on the bar labelled Offline Activation/Processing. The Off-line activation dialog appears as shown below. Enter your activation ID in the field and then click the 'Generate request file' button. You will be asked to save a 'request' file somewhere on your machine or network. This file will need to be moved to a machine that can access the internet in order to be able to generate a response file for activation.



3. Once the request file has been copied to an internet-access machine go to the license portal on the internet-access machine:

<https://flex1536.flexnetoperations.com/flexnet/operationsportal>

You can log in with your Activation ID.

4. Once you are in the license portal you should see all available licenses. Go to Activation&Entitlements and choose Offline Trusted Activation. Now go to the Select File button and select the request file and then Submit. You will then see the Offline Trusted Storage Details with two buttons. Hit Save to save the Response file and then Complete.
5. Copy the Response file back to the machine that requires the license activation and go back to the GraphiCode Client Activation Tool by attempting to start GC-Prevue using Run As Administrator. Go to the Offline Activation/ Processing section and enter your Activation ID. Then select the Process response file button and pick the response file generated in section 4 above. The Command Prompt should report the Fulfillment ID created. Close the Client Activation Tool and GC-Prevue should open. If not, try starting the application again via the shortcut.